



State of Louisiana
Louisiana Department of Health
Bureau of Health Services Financing

VIA E-MAIL ONLY

December 2, 2020

Mr. Jamie Schlottman
Louisiana Healthcare Connections
8585 Archives Avenue, 3rd Floor
Baton Rouge, LA 70809

RE: Notice of Action – Failure to Provide NEMT Timely

Dear Jamie:

Louisiana Healthcare Connections (LHCC) has failed to provide timely medically necessary non-emergency transportation (NEMT) for its member in contravention of its contract with the Louisiana Department of Health (LDH). The contract provides:

7.8.9.2. For medically necessary non-emergent transportation requested by the member or someone on behalf of the member, the MCO shall schedule the transportation and require its NEMT/NEAT provider to arrive and provide services with sufficient time to ensure that the member arrives at least fifteen (15) minutes, but no more than one (1) hour, before the appointment; does not have to wait more than one hour after the conclusion of the treatment for transportation; is not picked up prior to the completion of treatment; and is not in the vehicle for more than one (1) hour in excess of the estimated travel time, as calculated by a mapping application, for each leg of the trip.

On November 12, 2020, LDH received a report from Fresenius Kidney Care (FKC) that enrollee, [REDACTED], had not arrived for her 10:00 AM dialysis appointment that day due to the transportation provider failing to show up on time for her scheduled transport. Following LDH's inquiry into the situation, LHCC informed LDH that the transportation provider originally assigned for the pick-up had requested that LHCC's transportation broker, LogistiCare (LGTC), re-assign the trip, as he would not be able to accommodate the pick-up. LGTC had no record of receiving this request, so the trip was not re-assigned to another provider. After [REDACTED] contacted FKC to inform them that the transportation provider had not picked her up, FKC contacted LGTC, and it was not until

Jamie Schlottman
December 2, 2020
Page 2

this time that LGTC reassigned the trip. FKC advised LGTC that the enrollee's arrival would be nearly 2 hours past her scheduled chair time, which would shorten her dialysis treatment. Therefore, this failure to provide timely non-emergency transportation (NEMT) caused the enrollee harm.

Failure to adhere to the contract requirements cited herein carries a monetary penalty per calendar day of non-compliance of \$5,000 as outlined in Section 20.3.3 of the current contract between LHCC and LDH. In the future, should LHCC fail to provide timely NEMT, penalties may be assessed per calendar day for each incidence of non-compliance.

Should you have any questions, please do not hesitate to contact me.

Sincerely,

A handwritten signature in blue ink that reads "Stacy J. Guidry". The signature is written in a cursive, flowing style.

Stacy Guidry
Section Chief, Medicaid Program Operations and Compliance

SG/lj

cc: Michael Boutte
Melanie Doucet
Tara Leblanc
Justin Owens
Kim Sullivan
Christina Wilson LHC2-37